

Can I keep my existing support email address?

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Yes, you can connect your existing email accounts to Deskpro. Users will still email your existing support@ address, but each new issue they raise will be converted to a ticket within Deskpro. Your agents can reply to tickets through the easy-to-use, efficient Deskpro web interface, or by email.

Because there's a single ticket record for each issue, Deskpro makes it easy to keep track of the conversation without inbox overload, and minimizes confusion.

You don't have to limit it to your support@ address. You can connect your sales@, jobs@ etc. addresses too, and link them to different departments within Deskpro.

For Deskpro Cloud, see [Custom email address configuration](#) in the admin manual for more details.

For Deskpro On-Premise, see [On-Premise email configuration](#) in the sysadmin manual.

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- [Setting up a Custom Email Address with Deskpro Cloud](#)